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PATENT
Attorney Docket No.: 021756-060130US
Client Ref. No.: OID-2008-373-03

TOWNSEND and TOWNSEND and CREW LLP

By: /Shelley Reames/

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Safaa H. Hashim

Application No.: 10/669,885

Filed: September 23, 2003

For: TECHNIQUES FOR ARRANGING
VIEWS AND NAVIGATING IN A
WEB-CENTRIC INSURANCE
MANAGEMENT SYSTEM

Customer No.: 51206

Confirmation No. 2221

Examiner: Rachel L. Porter

Technology Center/Art Unit: 3626

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Commissioner:

In response to the Office Action mailed October 5, 2009, please enter the
following amendments and remarks:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this
paper.

Amendments to the Drawings begin on page 8 of this paper and include both an attached
replacement sheet and an annotated sheet showing changes.

Remarks/Arguments begin on page 9 of this paper.

An **Appendix** including amended drawing figures is attached following page 15 of this paper.